

FIG. 1

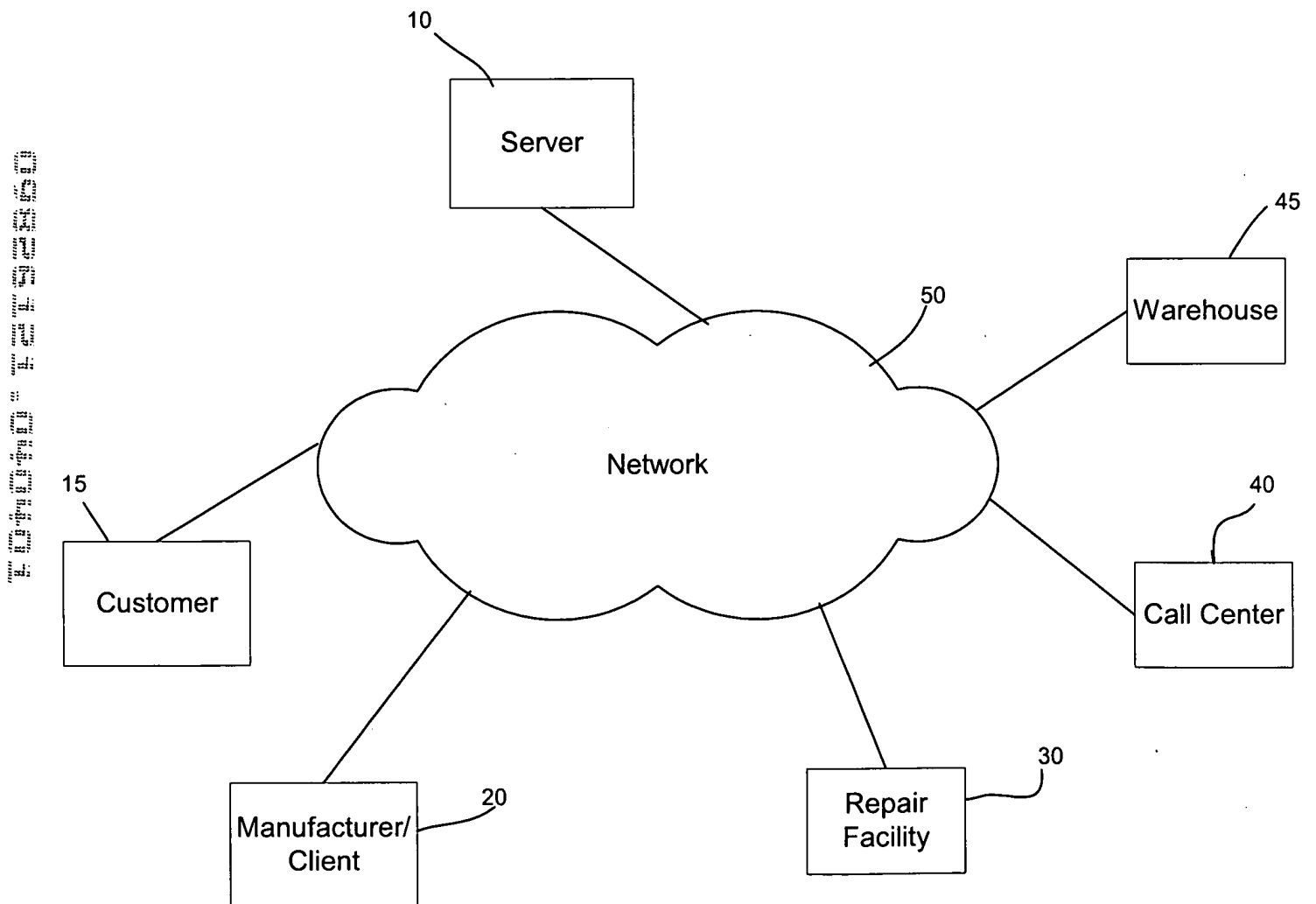


FIG. 2

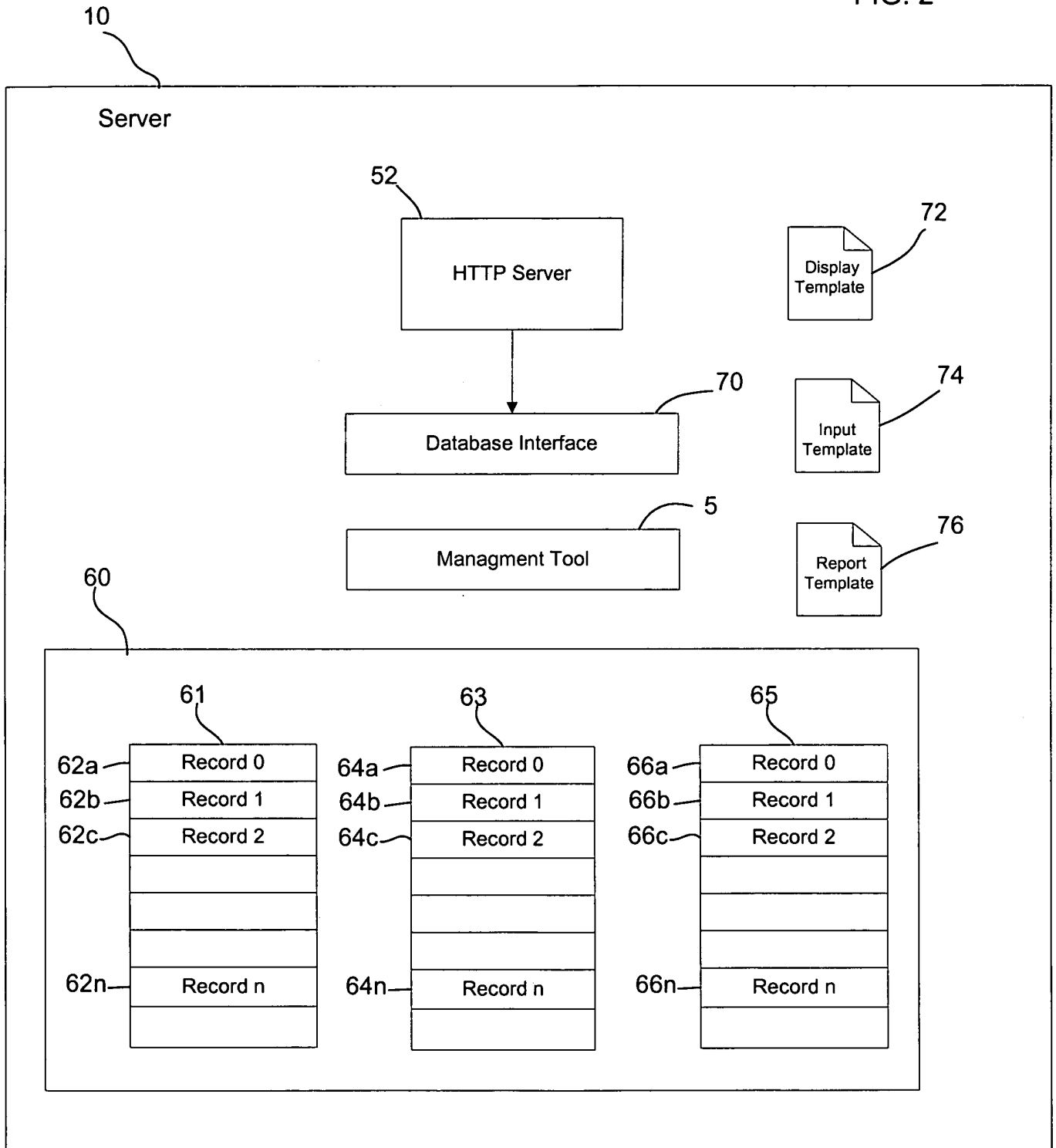


FIG. 3

Record 62

110	112	114	116	118	120	122	124	126	128
Record ID	Customer ID Info	Purchase Info	Call History	Customer Modification History	Return Info	Credit Card Info	E-mail Correspondence	Warranty Info	Shipping Info

Record 64

140	142	144	146	148
Record ID	User ID Info	Problem codes	Resolution codes	E-mail Templates

Record 66

150	152	154	156	158	160	162	164
Record ID	Product Info	Location	Quantity	Order Info	Invoice Info	Low-level Indicator	Product Modification History

FIG. 4

5

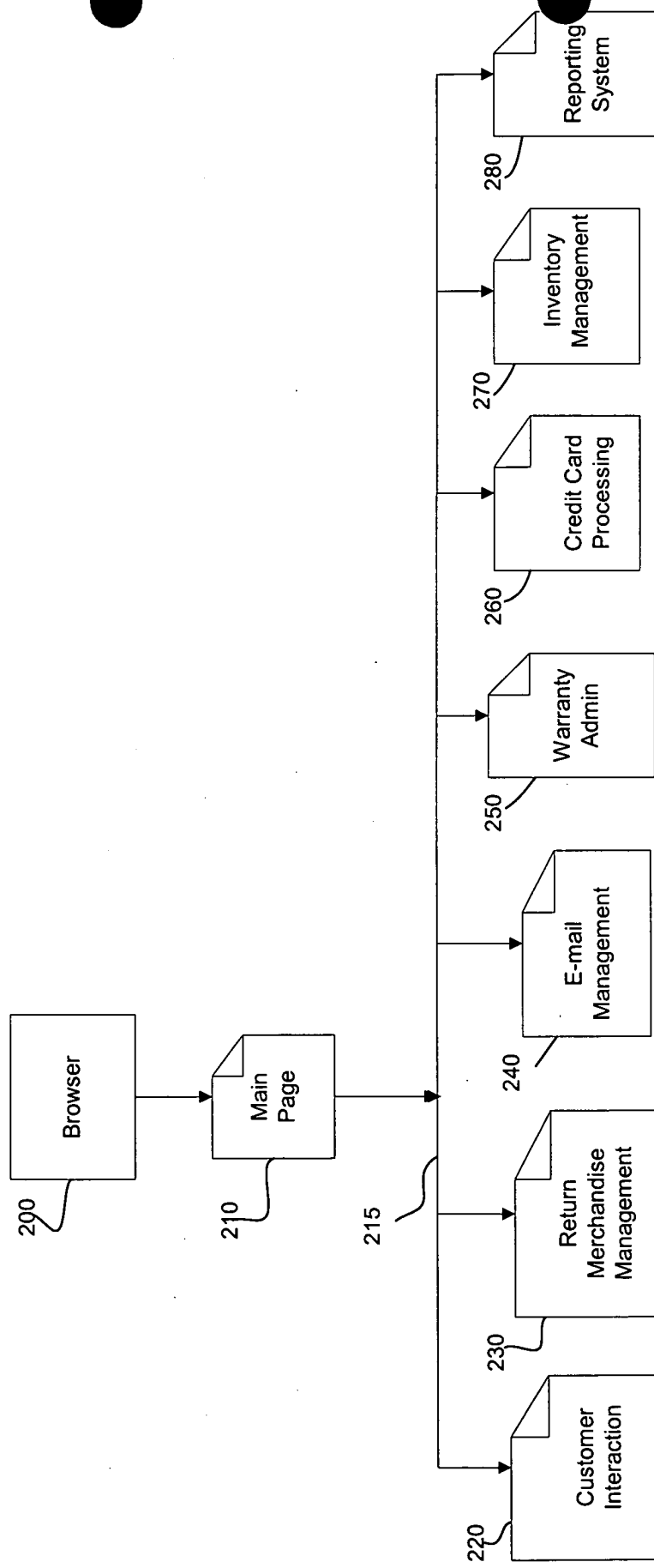


FIG. 5

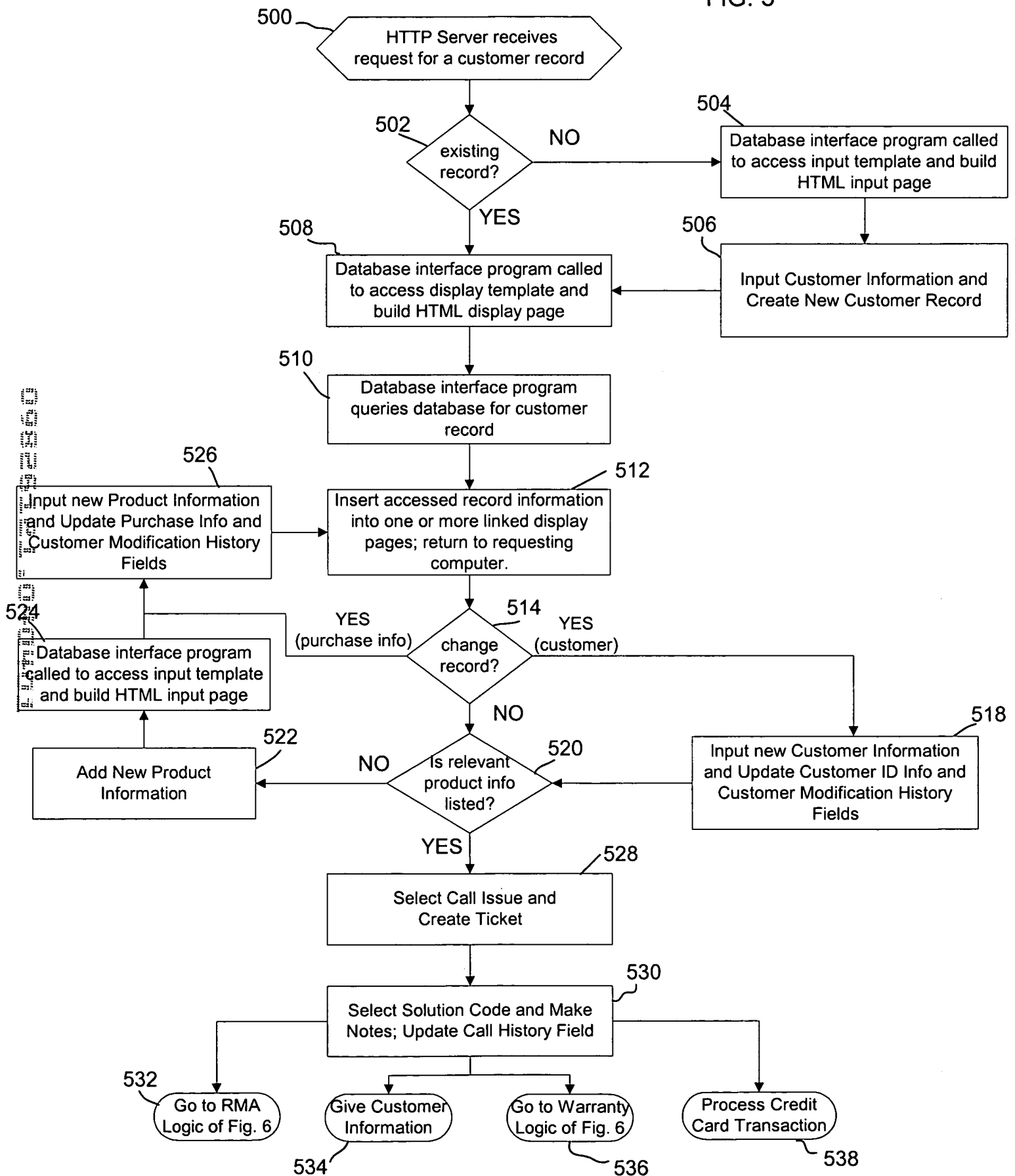


FIG. 6

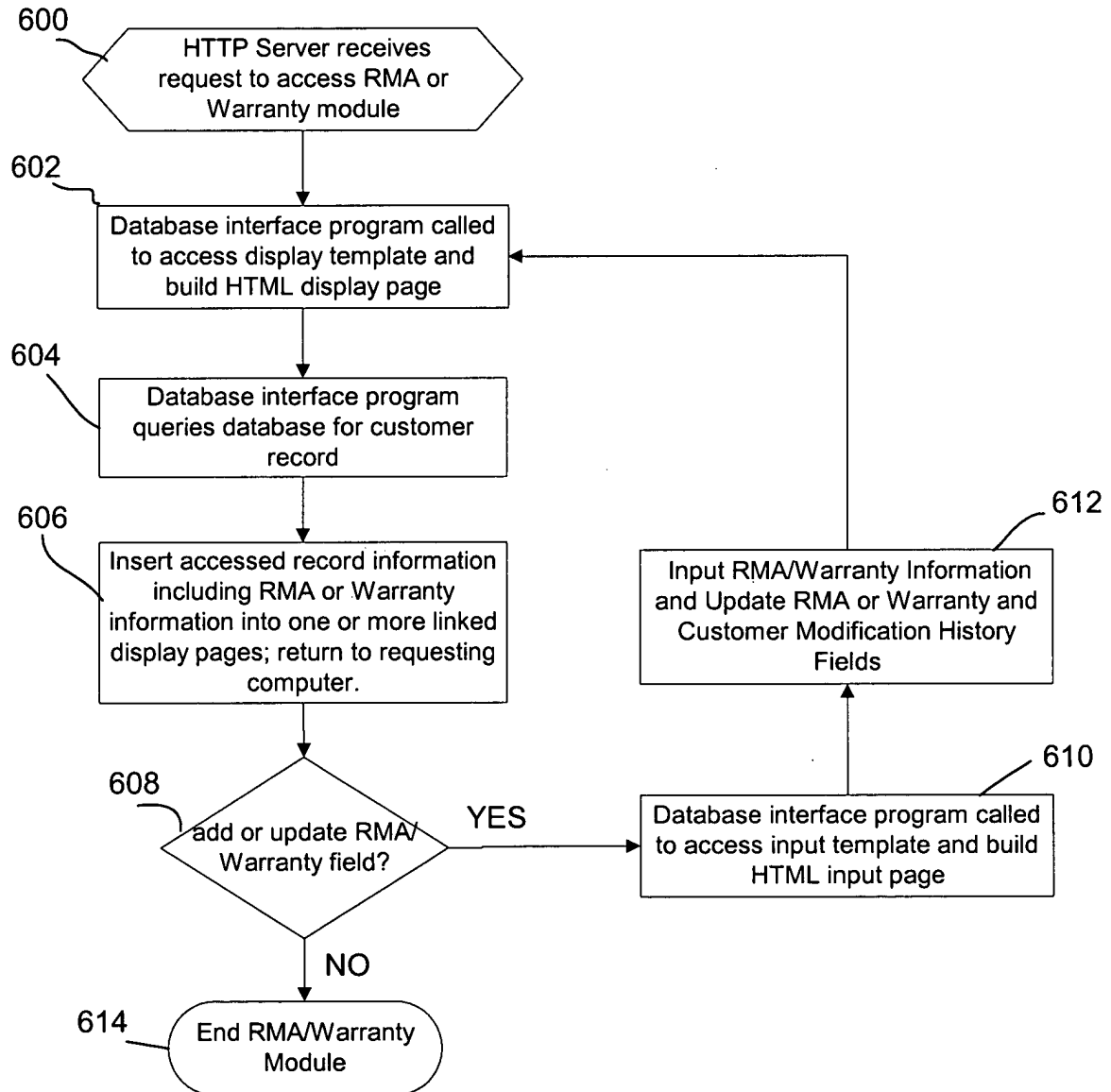


FIG. 7

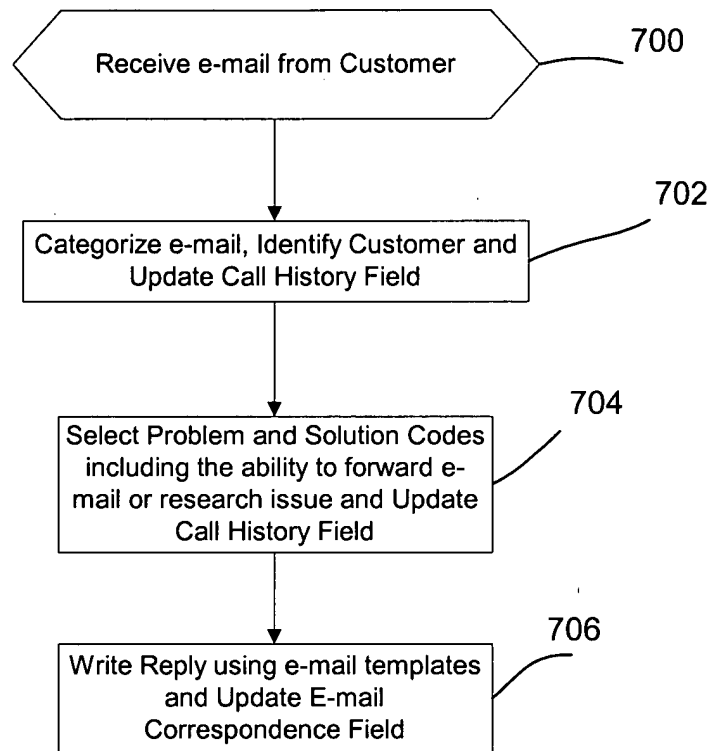


FIG. 8

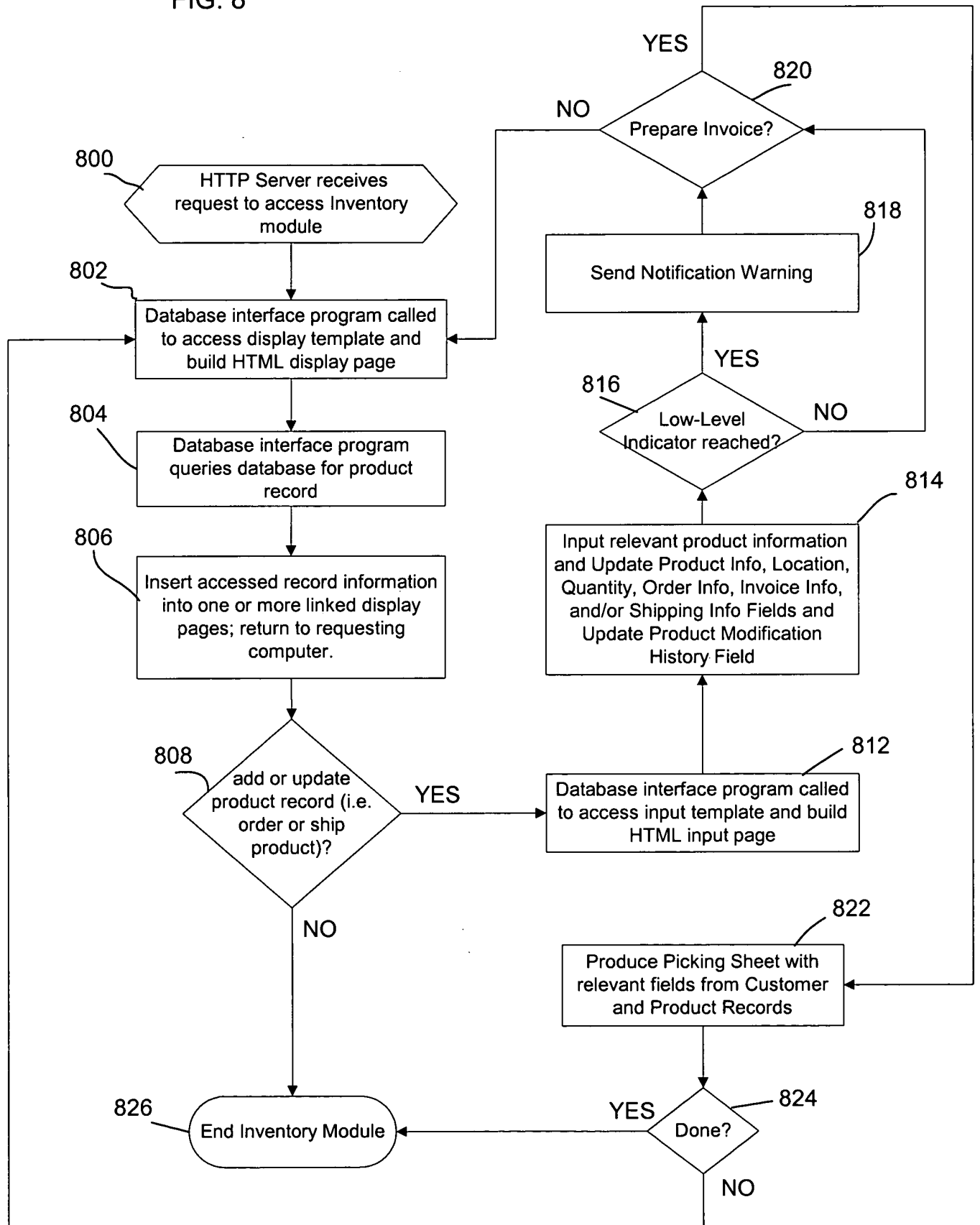




FIG. 9

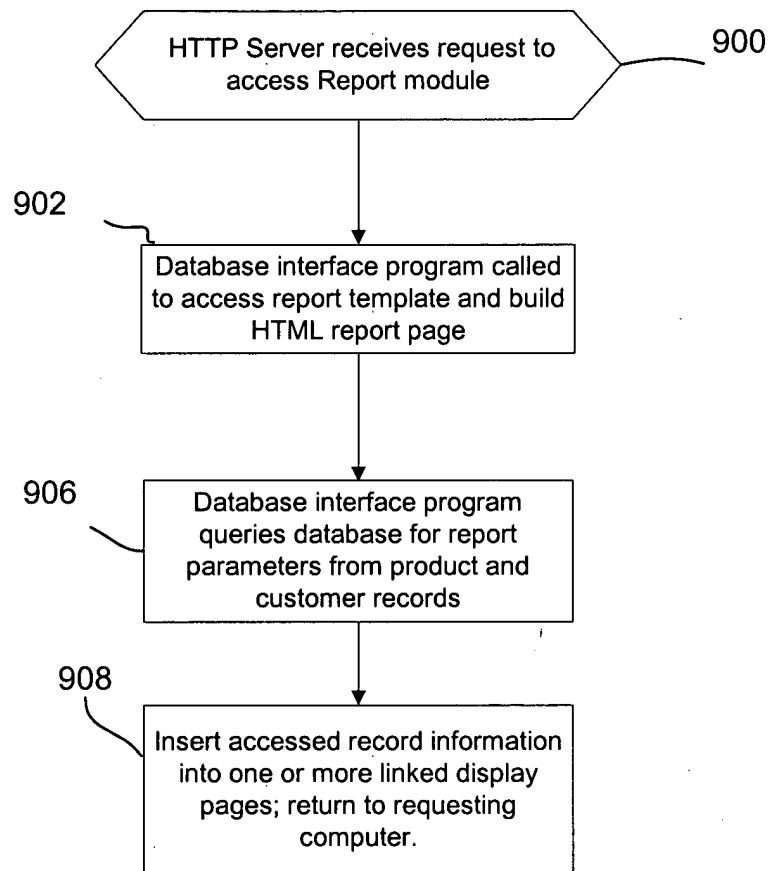


FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home AL Search Favorites History Mail Print Edit Real.com ALORICA ALORICA Links

Address http://cm.alorica.com/emachines/CustForm.asp?customer\_id=166515&Customer\_Product\_Id=175097

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create ticket Email New Call Help Files Logout

Name: Toni Customer  
Test ID: 166515 Customer Product 175097 Part In Call Out Call Issued  
Warranty: Warranty: Num: 10 RMA 0 EW: Out #:

Customer Info Product Info ESA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
First Name: Toni  
Last Name: Test  
Address: 40 Test Drive West  
City: Testville  
State: ☐  
Zip: 12345  
Day Phone: 1234567890  
Night Phone (Option): 9191919191  
Fax (Option): 8282828282  
Pager (option): 1818181818  
Email (Option): tttest@testa.com  
Company (option): Testa  
Modify

Send mail to  
Customer Record Modification History

Done Internet

FIG. 11A

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Local Disk Real.com ALORICA Links

Address http://crm.alorica.com/emachines/product.asp

Agent Name: Paul Hao  
Date: 9/13/00

Search Add New RMA Reboot Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Out Call Issued  
Test ID: ID: Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID Customer Product ID Serial Number RMA Replaced  
166515 175097 111222333 0

Add New or Another Product: **New Product**

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Local Disk Real.com ALORICA Links

Address http://crm.alorica.com/emachines/product1.asp?customer\_id=166515&customer\_product\_id=175097

Agent Name: Paul Hao  
Date: 9/13/00

Search Add New RMA Reboot Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Out Call Issued  
Test ID: ID: Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
Model Number: 400dd **Change**  
Serial Number: 111222333  
Monitor Serial Number:   
Purchase Date: (MM/DD/YYYY) 12/10/1999  
Part Warranty Expiration Date: (MM/DD/YYYY) 12/10/2000  
Purchase Store:   
Manufacturer: Emachines  
**Modify**

Customer Product Record Modification History:

Agent Name	Date	Comment	Description

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

FIG. 12

Call Tracking For Customer ID:

Please select or create a problem ticket.

Ticket Id	Call Issue	Status
35	Promotion Inquiry	OPEN
37	Product Inquiry	OPEN
Total Record: 2		

Call Issue: Promotion Inquiry Create Ticket

Promotion Inquiry  
 Brochure Request  
 Product Inquiry  
 Sales Processing  
 Order Status Inquiry  
 Technical Inquiry  
 Complaints  
 RMA Request  
 RMA Status Inquiry

<http://www.nirve.com/NIRVE/CALLCNR/NewTicket.asp> Internet

Call Tracking For Customer ID: 3  
& Customer Product ID: 3

Please select or create a problem ticket.

Ticket Id	Problem Code	Status
9	MODEM	OPEN
18	MODEM	OPEN
551	HDD	OPEN
685	MODEM	OPEN
Total Record: 4		

Problem Code: MOTHERBOARD Create Ticket

HDD  
 CD-ROM  
 SOUND  
 MOTHERBOARD  
 OPERATING SYSTEM  
 OTHER  
 VIDEO  
 INTERNET  
 RESEARCH  
 CUSTOMER SERVICE  
 OTHER

<http://cim.alorica.com/pbcCanada/NewTicket.asp> Internet

Call Tracking For Customer ID: 4

Call Time: 1 Min.  
 Ticket ID: 37  
 Reason For Contact:

test

Solution:

test

Solution Code: Select A Solution Code Add Record

Select A Solution Code  
 Resolved Inquiry  
 Processed Sale  
 Sent Brochure  
 Reported Complaint  
 Issued RMA  
 No Action

FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA Link

Address http://ma.alorica.com/emachines/rameset.cfm

Logged in As: Paul Hao Log Out EMacines Support System

**General Information**

Introduction  
RMA Status Check  
Escalation

**Emachines Inspection**

Emachines Inspection  
Code Page

**Emachines Quality Control**

Emachines Quality Control  
Code Page

**RMA Receiving**

Mac Receiving  
Mac Into Receiving  
Receiving

**EMachines Systems: RMA Status Check**

You may search by any of the following:

RMA Number: EM050022121

Model Name

Serial Number

First Name

Last Name

Phone

Zip Code

Country

Agent ID

Issue Date From: To:

Sort By RMA Number

Find Clear Form

Help Copyright © 2000 Alorica, Inc.

Internet

FIG. 14A

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA Links

Address http://cm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao  
Date: 7/11/00

Search Add Create RMA Reboot Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Issued Num: 9 Rma 1 EW: Out  
Test ID:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA Links

Address http://cm.alorica.com/emachines/RMA\_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao  
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Num of Issue Rma: 10 EW: Out  
Test ID:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

RMA Date:	May 22 2000
RMA Number:	EM050022121
RMA Agent:	Paul Hao
First Name:	Toni
Last Name:	Test
Address1:	40 Test Drive West
Address2:	
Address3:	
City:	Testville
State:	Testonia
Zip Code:	12345
Country:	US
Contact:	
Phone:	1234567890
Alternate Phone:	9191919191
E-mail:	ttttest@testa.com
Alt. E-mail:	
Model Name:	400id
Serial Number:	111222333
Warranty (In/Out):	1
Purchase Date:	

Done Internet

FIG. 15A

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back ALORICA Stop Refresh Home Search Favorites History Mail ALORICA E Mail ALORICA E

Address http://core.alorica.com/edwarr/frameset.cfm?page\_name=customer\_info.cfm&Customerid=111867&RequestTimeout=1200&CFID=425&CFTOKEN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Search Customer Information Extended Warranty Service History Case Status Service Center User Admin Operation Reports Log Out

Customer Information

First Name: paul

Last Name: hao

Address: test

City, State Zip: Diamond Bar, CA 91765

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test	810001	11/11/1999		Approved	Edit	

Internet

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back ALORICA Stop Refresh Home Search Favorites History Mail ALORICA E Mail ALORICA E

Address http://core.alorica.com/edwarr/frameset.cfm?page\_name=customer\_info.cfm

Service Center User Admin Operation Reports Log Out

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test	810001	11/11/1999		Approved	Edit	

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	ts
edward	2000-01-31 15:14:47	Update Customer Record	door
edward	2000-01-31 17:58:41	Update Customer Record	test
edward	1999-10-27 15:30:24	Update Customer Record	Update info
edward	2000-04-28 18:28:17	Update Customer Record	oo
edward	2000-04-28 18:28:30	Update Customer Record	oo
edward	2000-01-31 15:13:33	Update Customer Record	dat
sup	1999-12-07 12:49:17	Update Customer Record	test
sup	2000-01-24 17:28:14	test	Modify

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Internet

FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://rma.alorica.com/emachines/frameSet.cfm

Logged In As: Paul Hao Log Out

EMachines Support System

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
<b>Received RMA</b>						
<a href="#">EM060008135</a>	6/8/2000	7/7/2000			eMonster 550	
<a href="#">EM060008186</a>	6/8/2000	7/7/2000			366i	
<a href="#">EM060010123</a>	6/10/2000	7/7/2000			366c	
<a href="#">EM060010134</a>	6/10/2000	7/7/2000			366i2	
<a href="#">EM060011131</a>	6/11/2000	7/7/2000			366i2	
<a href="#">EM060012128</a>	6/12/2000	7/7/2000			433i	
<a href="#">EM060012190</a>	6/12/2000	7/7/2000			eMonster 500	
<a href="#">EM060013133</a>	6/13/2000	7/7/2000			366c	
<a href="#">EM060013176</a>	6/13/2000	7/7/2000			400i3	
<a href="#">EM060013228</a>	6/13/2000	7/7/2000			333cs	
<a href="#">EM060013231</a>	6/13/2000	7/7/2000			500i	
<a href="#">EM060014062</a>	6/14/2000	7/7/2000			400i	
<a href="#">EM060014087</a>	6/14/2000	7/7/2000			366c	
<a href="#">EM060014097</a>	6/14/2000	7/7/2000			400i3	
<a href="#">EM060015095</a>	6/15/2000	7/7/2000			466id	
<a href="#">EM060015098</a>	6/15/2000	7/7/2000			366i	
<a href="#">EM060015122</a>	6/15/2000	7/7/2000			366i2	
<a href="#">EM050024097</a>	5/24/2000	7/7/2000			400id	
<a href="#">EM050024184</a>	5/24/2000	7/7/2000			400i	
<a href="#">EM050026294</a>	5/26/2000	7/7/2000			466is	

Mass Receiving  
Mass Entry Receiving  
Receiving  
Print Traveler  
RMA Shipping  
RMA Shipping  
Operation Reports  
Agent Function Search  
Receiving Report  
Repair Stage Report  
QC Discrepancy Report  
Inspector Code Report  
Inspector Summary Report  
TGA Report  
Call Center Report  
EPR Shipping Report  
User Administration  
Download/

Internet



FIG. 17A

Microsoft Internet Explorer  
File Edit View Favorites Tools Help  
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit  
Address http://help.e4me.com/Login/verify.asp

E-Machines Email Online Support

User Name: Chuei Tseng Mail Queue: MOTHERBOARD Date: 12/2/99  
Total Number Of Mails: 22  
MOTHERBOARD Queue: 0

(Get Mail)  
(Add Template)  
(Std Reply)  
(Report)  
(Search)

CUSTOMER SERVICE: 7 HDD: 2 MODEM: 1 OPERATING SYSTEM: 1 OTHER: 1 SOUND: 1 VIDEO: 1

Received Date: 12/2/99 6:09:14 PM  
Problem Code: MOTHERBOARD  
Case ID: 12082  
Agent Email: chuei@alorca.com  
Customer Email: James.Andolfo@matrox.com  
Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:

12/2/99  
Irma Weathers  
8921 Lake Park Cir N  
Davie, FL 33328  
Re: Email ID 12082

Template Category:  
Select a category  
3RD Party  
Accessories  
CD-ROM  
Commandation  
CPU  
Credit  
Customer Service  
Extended Warranty  
Floppy Drive  
Hard Drive

Opening page http://help.e4me.com/top.asp?QueueName=MOTHERBOARD&NAME=ChueiTseng&ID=8...

FIG. 17B

Microsoft Internet Explorer  
File Edit View Favorites Tools Help  
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit  
Address http://help.e4me.com/Login/verify.asp

E-Machines Email Online Support

User Name: Chuei Tseng Mail Queue: MOTHERBOARD Date: 12/2/99  
Total Number Of Mails: 29  
MOTHERBOARD Queue: 0

(Get Mail)  
(Add Template)  
(Std Reply)  
(Report)  
(Search)

CUSTOMER SERVICE: 7 HDD: 4 MODEM: 1 OPERATING SYSTEM: 1 OTHER: 1 SOUND: 1 VIDEO: 1

Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party

Your Response:

Dear Irma Weathers:

E-machines would like to thank you for your inquiry. At e-machines customer satisfaction is of the utmost importance. To assist you as effectively as possible, we are sending you our most current information regarding your request.

Reply Forward Research Remove

Done

Template Category:  
Customer Service

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA Links

Address http://www.techjungle.com/pbnc/admin/ProductMain.asp?Product\_ID=338

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Substitute | Inventory Records |

Product ID: 338

Category: PDA [Select] [Rename]

Sub-category: MobilePro [Select] [Rename]

Manufacturer: NEC [Select] [Rename]

Part No: INB-002

Model Type: Refurbished NEC Handheld Device Mobile

SKU: MCR520A

Size: 1

Quantities On Hand: 39

Ordered Quantities: 2

Low Qty Alert: 5

Quantity On Order: 0

Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen

Marketing Text: <html> <head>

FIG. 18B

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit ALORICA Links

Address http://www.techjungle.com/pbnc/admin/ProductMain.asp?Product\_ID=338

Weight (in lb): 5

Discontinued: No

Special Promotion: Yes

Show on Home Page: Yes

If unavailable will restock: Yes

Will show on public web sites: Yes

[Modify]

Low Qty Alert: 5

Quantity On Order: 0

Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen

Marketing Text: <html> <head> <title></title> </head>

Small Image Name: ProductImages/mpro770sm.gif

Large Image Name: ProductImages/mpro770sm.gif

Price (\$): 449.99

Cost (\$): 0

Weight (in lb): 5

Discontinued: No

Special Promotion: Yes

Show on Home Page: Yes

If unavailable will restock: Yes

Will show on public web sites: Yes

[Modify]

Stores For Product ID: 338

Store Name	Remove
PB-NEC	[Remove]
[Add Store]	

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
Robert Chung	4/11/00 4:01:20 PM	price	Modify
Robert Chung	4/11/00 4:00:27 PM	price	Modify
Robert Chung	2/16/00 2:49:39 PM	price	Modify
James Chang	2/4/00 3:01:07 PM	changes	Modify
James Chang	2/4/00 3:00:26 PM	new	Add

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Internet

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/Inventory.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/A11	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 SB PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	VB PWB-1841-1 SPECTRIA		0
030059	VB PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D2SU/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done Internet

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/Purchase.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records |

Vendor:  Order Number:

Order Date (mm/dd/yy):  Available Date:

SKU:  Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

Id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0									

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Internet

FIG. 20A

Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA E Mail ALORICA E

Address http://www.techangle.com/pbnc/admin/InvoiceRec.asp

Paul Hao 7/12/00 Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info | Invoice | Orders | RMA | Create Picking Sheet |

Invoice ID: 9 eMachines  
Invoice Date: 12/28/99 12:21:09 PM  
Status: SHIPPING\_NOTIFIED

Ship To Address:

First Name: test  
Last Name: test  
Address: test  
City: test  
State: CA  
Country: USA  
Zip: 91748  
Day Phone: 1112223333  
Eve Phone: 3332221111  
Zip:  
Shipping Method: FedEx 2day Selected

Credit Card Information:

Credit Card Type: MasterCard  
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA E Mail ALORICA E

Address http://www.techangle.com/pbnc/admin/PickingSheet.asp?Invoice\_Id=5480&Old\_Invoice\_Id=1333

eMachines  
Agent Name: Paul Hao

Ship to: test test Bill to: test test Date: 12/28/99 12:21:09 PM  
test.CAG1748 test.CAG1748  
Tel: (111) 2223333 Tel: (111) 2223333  
Tel: (333) 2221111 Tel: (333) 2221111  
Email: paul@alorica.com

Phone: (111) 2223333 Customer ID: 8533 Invoice ID: 1333

Part No Location SKU Model Qty Ship Shipped B/D Available Date Tracking No Method Unit Price Sub Total

No Order Items!

Credit Card Type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Return Code	Status
Master Card	4111111111111111	01/00		9454054738381061365631		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet

FIG. 21A

Order List From: 7/12/00 To: 7/12/00  
FOR Store: eMachines

Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295	16486	13929	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18298	16489	13932	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18299	16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18300	16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18303	16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18304	16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sup
18305	16496	13939	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18307	16498	13941	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18308	16499	13942	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines	Pov Sup

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

Logged in As: Paul Hao [Log Out]

EMachines Support System

Part Request	SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
559	Floppy Drive	eMachines	eFDD Samsung SFD-321B			1	1.10	A12	Edit
525	Heat Sinks	eMachines	eFan Orient MMX/AMD-K6			0			Edit
526	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K6/Mil			1			Edit
527	Heat Sinks	eMachines	eFan AAVID Mil(w/o PAD)			0			Edit
528	Heat Sinks	eMachines	eFan AAVID Intel PIII SECC2			0			Edit
529	Heat Sinks	eMachines	eFan Dusing Celeron SEPP (w/o Clip)			0			Edit
530	Heat Sinks	eMachines	eFan Dusing Celeron SEPP Clip			1			Edit
531	Heat Sinks	eMachines	eFan AAVID Celeron FCPGA			1			Edit
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA			0			Edit
AL002	KDS Products	KDS	eOne mouse			0			Edit
AL003	KDS Products	KDS	eOne Keyboard			1			Edit
AL004	KDS Products	KDS	eOne power cord			1			Edit
566	Keyboards	eMachines	eKB Chicony 2971-Standard			0			Edit
567	Keyboards	eMachines	eKB Chicony 5001-Standard			2			Edit
568	Keyboards	eMachines	eKB BTC 5000A(6-Key/Internet)			7			Edit
569	Keyboards	eMachines	eKB BTC 5190(19-Key/ekeys)			3			Edit
232	Modems	eMachines	eModem Rockwell MW560CI			74			Edit
414	Modems	eMachines	eModem Lucent MM8250			159			Edit
571	Mouse	eMachines	eMouse Logitech M-SAS51			6			Edit
AL001	Power Cord	eMachines	eTower / eView cord			0			Edit

FIG. 22A

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

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Address http://clients.alorica.com/frameset.cfm

**Alorica Client**

**eMachines RMA report 9/13/00**

Client	SKU	Description	Weekly Usage	4 Weekly Ave.	Current Inventory	Ordered	On Order 1	Arrival Date 1	On Order 2	Arrival Date 2	On Order 3	Arrival Date 3	On Order 4	Arrival Date 4	Projected Inventory End Week 1	Projected Inventory End Week 2	Projected Inventory End Week 3	Projected Inventory End Week 4	Projected Inventory End Week 5
emachines	004	eView 15	0	0	0	471	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	003	eView 15r	0	0	339	373	489	9/3/00	0	N/A	0	N/A	0	N/A	489	310	229	239	539
	038	eView 15r	0	0	10	739	0	N/A	0	N/A	0	N/A	0	N/A	10	10	10	10	11
	221	eCom 322	0	0	0	856	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	232	eModem Rockwell MWS60CI	1193	369.5	3491	2876	0	N/A	0	N/A	0	N/A	0	N/A	3121.5	2752	2382.5	2013	11
	328	eTower 300 RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	325	eTower 300 RMA	0	0	4	0	0	N/A	0	N/A	0	N/A	0	N/A	4	4	4	4	4
	327	eTower 300 RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	329	eTower 300 RMA	0	0	166	0	0	N/A	0	N/A	0	N/A	0	N/A	166	166	166	166	11
	331	eTower 333 RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	333	eTower 333 RMA	0	0	5	0	0	N/A	0	N/A	0	N/A	0	N/A	5	5	5	5	5
	333	eTower 333 RMA	0	0	302	0	0	N/A	0	N/A	0	N/A	0	N/A	302	302	302	302	31
	337	eTower 333k RMA	0	0	399	0	0	N/A	0	N/A	0	N/A	0	N/A	399	399	399	399	31
	339	eTower 333k RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	341	eTower 333cs RMA	0	0	155	0	0	N/A	0	N/A	0	N/A	0	N/A	155	155	155	155	11
	344	eTower 366id RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	346	eTower 366id RMA	0	0	117	0	0	N/A	0	N/A	0	N/A	0	N/A	117	117	117	117	11
	349	eTower 366id RMA	0	0	22	0	0	N/A	0	N/A	0	N/A	0	N/A	22	22	22	22	21

Done Internet

FIG. 22B

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

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Address http://clients.alorica.com/frameset.cfm

**Alorica Client**

**eMachines Parts Request Detail Report**

Request Date: 09/09/2000 - 09/09/2000  
Status: OPEN

Request Date	Request ID	Name	Ship Date	Ship Method
09/09/00	EPR090009023	Leblanc, Stewart		ups ground
09/09/00	EPR090009049	OLIVER, KIM		ups ground
09/09/00	EPR090009075	Dudley, Margaret		ups ground
09/09/00	EPR090009101	LEBARY, MARK		ups ground
09/09/00	EPR090009127	ARRICK, KAROLYN		ups ground
09/09/00	EPR090009153	ZULSTRE, BRIAN		ups ground
09/09/00	EPR090009179	Poling, Jamie		ups ground
09/09/00	EPR090009180	damron, scotty		ups ground
09/09/00	EPR090009181	Brust, Kimberly		ups ground
09/09/00	EPR090009182	Polins, Jamie		ups ground
09/09/00	EPR090009183	salcedo, carlos		ups ground
09/09/00	EPR090009184	Gleser, Gary		ups ground
09/09/00	EPR090009185	Rosa, Carlos		ups ground
09/09/00	EPR090009186	Sether, Greg		ups ground
09/09/00	EPR090009187	Fiegel, Randy		ups ground
09/09/00	EPR090009188	Crockett, Todd		ups ground
09/09/00	EPR090009189	DANINO, RICHARD		ups ground
09/09/00	EPR090009190	CHATFIELD, MICHELE		ups ground
09/09/00	EPR090009001	DUPOUX, ERROL		ups ground
09/09/00	EPR090009002	MICHEL, JANET		ups ground
09/09/00	EPR090009003	Baxter, Charless		ups ground
09/09/00	EPR090009004	Learn, Deanne		ups ground
09/09/00	EPR090009005	Berkovitz, Paul		ups ground
09/09/00	EPR090009006	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009007	brodigan, schward		ups ground
09/09/00	EPR090009008	ISRAEL, SHAUN		ups ground
09/09/00	EPR090009009	MCDEVITT, ROBERT		ups ground

Done Internet